Appendix K. Online Survey Instructions

To do the survey online, you will need a paid account with SurveyMonkey (http://www.surveymonkey.com), an electronic survey administration service, and email addresses of clients/caregivers.

Online Survey Steps

Step 1: Put together lists of the people who should get a survey – one list for clients receiving companionship/independent living services if you are measuring H9, and one list for caregivers receiving respite care services if you are measuring H14. Clients and caregivers who have been receiving services for at least the minimum time indicated in your work plan should get a survey.

Step 2: Call the Senior Corps Survey Technical Support (800-207-0750) to get a copy of the survey transferred to your SurveyMonkey account.

Step 3: Inform clients/caregivers in advance about the survey if you can. Let them know when to look for an email message with the survey.

Step 4: Compose an email "cover letter" message (see the sample cover letter in Appendix I for mail surveys). Include contact information for people who have questions about the survey or difficulty accessing it.

Step 5: Email the message with the survey link to clients/caregivers.

Step 6: Caregivers/clients do the survey online, on their own. After about 5 days, email a reminder/thank you message to clients/caregivers.

Step 7: Once all surveys you expect to get have been collected, close the survey and download the data. You may wish to copy and paste it into the *Client-Caregiver Surveys Spreadsheet* (recommended). (See the step-by-step instructions included with the spreadsheet.)

Step 8: When it comes time to report your performance measure results for H9/H14 in eGrants, use *Client-Caregiver Surveys Spreadsheet* to get the numbers of clients/caregivers who completed a survey and met the targets. The numbers are automatically calculated for you in the spreadsheet's *Summary* sheet.